

MONTANA DEPARTMENT OF JUSTICE - MOTOR VEHICLE DIVISION

ONLINE SCHEDULING SYSTEM

Launched October 11, 2022

Week One

WW

3,930

itorners served

å =

4,182

appointments scheduled



19,687

text messages sent



129

text messages to cancel

Through 12/31/22

57,034

customers served

44,316

appointments scheduled

230,521

text messages sent

1.701

text messages to cancel appointment received

Total

60,964

customers served

48,498

appointments scheduled

250,208

text messages sent

1,830

text messages to cancel appointment received

30% fewer calls to

customer service



BEFORE LAUNCH

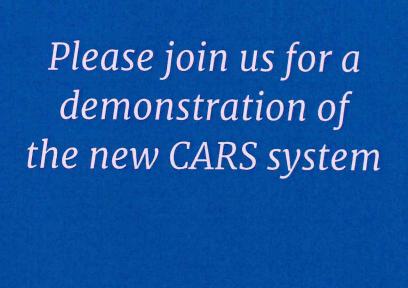
30% average no-shows statewide AFTER LAUNCH

<12%
average
no-shows
statewide



2 additional customers

served per staff member per day



Thursday, February 2nd @ 5pm

~OR~

Friday, February 3rd @ noon (lunch will be provided)

Mike Cooney Conference Room Capitol Building, Second Floor

